



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for quarter ending March 31, 2009

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.80	5.00	4.00	4.60
B. Operator Answer Time - Information [730.510(a)(1)]	5.09	5.25	4.86	5.07
C. Repair Office Answer Time [730.510(b)(1)]	34.00	20.00	30.00	28.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	269.00 *	237.00 *	164.00 *	223.33 *
E. Percent of Service Installations [730.540(a)]	100.00%	97.14%	98.59%	98.58%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	91.67% *	96.97%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.60	0.70	0.80	0.70
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	11.00%	4.08%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	7.14%	0.00%	2.38%
J. Missed Repair Appointments [730.545(h)]	0	0	2	1
K. Missed Installation Appointments [730.540(d)]	0	2	1	1

Comments



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